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1000 GENERAL INFORMATION

1100 STATEMENT OF DSS'S PRIMARY GOAL

The Department of Social Services (DSS) exists to serve the citizens of South Dakota. Its primary goal is assisting people in need.

The application process, certification and verification procedures place a number of responsibilities on applicant households. These include completion of the application form, providing verification and reporting certain changes.

These responsibilities do not exist to deter eligible and potentially eligible households from participating. Persons who are able to fulfill their certification responsibilities should do so. Those who need help must be given special consideration.

Responsibility for assisting those in need includes helping households complete application forms, scheduling interviews, helping to obtain required verification, and ensuring that client's understand their reporting requirements.

When performing certification duties, staff must always keep in mind that:

- A.) Technical and other terms familiar to DSS staff may be unfamiliar to clients. Poor communication with customers can result in denial of an eligible household because of misunderstanding.
- B.) Assisting people in need is DSS's primary goal. Treat customers with dignity and respect and provide timely customer service through the "no wrong door" approach.

1120 PROGRAM PURPOSE AND SCOPE

Congress passed the Food Stamp Act of 1977 in order to provide eligible households an opportunity to obtain a more nutritious diet.

The Food Stamp Program enables eligible households to purchase food with the use of Food Stamp benefits. The amount of benefits a household receives is determined by the level of need and household size.

Participating households may purchase food with Food Stamp benefits at retail food stores authorized by the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS) to accept them. Only eligible foods or food products intended for home consumption and seeds and plants for a home garden may be bought; alcoholic beverages, household products, cigarettes, hot foods ready to eat, and pet food cannot be purchased with food stamp benefits. Certain aged and disabled persons and their spouses, residents of certain drug addiction or alcoholic treatment centers or blind/disabled persons living in small group homes may use their benefits to buy prepared meals.

This handbook is reviewed by USDA, FNS and contains procedures, rules and regulations for implementing the South Dakota Food Stamp Program Plan of Operation.

1200 ADMINISTRATION

The Food Stamp Program is a joint operation of Federal, State, County and Tribal Governments. State government is responsible for the certification of applicants and issuance of benefits. The Federal government provides guidelines for state operations and is responsible for authorization and supervision of participating retailers, institutions and meal delivery services.

1210 RESPONSIBILITIES OF South Dakota DEPARTMENT OF SOCIAL SERVICES (DSS)

DSS must fulfill the following requirements and responsibilities in the operation of the Food Stamp Program.

- A.) Certify applicant households.
- B.) Issue, control and account for food stamp benefits.
- C.) Develop, conduct and evaluate training.
- D.) Develop and maintain complaint procedures.
- E.) Conduct performance reporting reviews.
- F.) Keep records and submit reports as required by USDA, FNS.

X

1211 PERSONNEL STANDARDS

Personnel used in the certification process shall be employed in accordance with South Dakota Bureau of Personnel standards and such personnel shall be of the same classification as those processing TANF and Medical Service applications. Only qualified program employees shall conduct the required applicant household interviews. Non-program employees shall not conduct certification interviews or certify applicants, except for SSI households and USDA declared disaster victims, or as otherwise allowed by FNS instruction.

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1211.1 VOLUNTEERS

Volunteers or other persons not employed by DSS may not be used for certification interviews or to certify households. They may assist certification workers in obtaining necessary verification and in related activities such as prescreening and assisting applicants in completing the application form.

Volunteers are restricted from disclosing confidential information the same as DSS employees. The disclosure of information provisions of Section 1300 also apply to volunteers.

X

Volunteers must be trained in sufficient detail and frequently enough to ensure that they give correct information to low-income households.

1212 NONDISCRIMINATION

DSS shall not discriminate against any applicant or participant in any aspect of program administration. Food stamp benefits are extended to all eligible households without regard to age, race, color, sex, disability, religious creed, national origin or political beliefs.

1212.1 TO FILE A COMPLAINT

Persons believing they have been discriminated against may file a complaint alleging discrimination on the basis of race, color, national origin, age, sex, disability, political beliefs and/or religion.

In order to ensure compliance with the Food and Nutrition Service's requirements for processing alleged discriminatory complaints against the Department's Food Stamp Program, the following procedures will be taken in addition to notifying the South Dakota Division of Human Rights. *

- 1.) Upon receipt of any alleged discrimination complaint it shall be forwarded to DSS, Division of Legal Services, 700 Governors Drive, Pierre, South Dakota 57501. A copy of the complaint shall be submitted to the appropriate Regional Manager and Program Administrator. *
- 2.) The Division of Legal Services will record the complaint and forward it to the Secretary of Agriculture, United States Department of Agriculture, Washington, D.C. and a copy will also be sent to the Regional Office of Food and Consumer Services, USDA, Denver, Colorado. *
- 3.) If the complaint alleges discrimination on the basis of age, the Division of Legal Services will forward the complaint to the Federal Mediation and Conciliation Service, Denver, Colorado. *

1212.2 COMPLAINT REQUIREMENTS

Complaints should contain the following information to facilitate investigations:

- A.) Name, address, and telephone number or other means of contacting the person alleging discrimination; and,
- B.) The location and name of the organization or office which is accused of discrimination practices; and,
- C.) The nature of the incident or the aspect of the program leading the person to alleged discrimination; and,
- D.) The reason for the alleged discrimination (age, race, color, sex, handicap, religious belief, national origin or political belief); and,
- E.) The names and titles (if appropriate), and address of persons who may have knowledge of the alleged discriminatory act; and,
- F.) The dates on which the alleged discriminatory act occurred.

Any individual who expresses a desire to file a discrimination complaint shall be advised immediately of their right to do so, and DSS staff shall assist in the completion of the complaint itself at any time within 180 days of any incident or action in which discrimination is alleged, if asked to provide assistance.

1212.3 PUBLIC NOTIFICATION OF NONDISCRIMINATION

DSS shall:

- A.) Publicize the procedure for handling civil rights complaints;
- B.) Ensure that all certification and issuance offices display the nondiscrimination poster provided by FNS; and, *
- C.) Ensure that participants and other low-income households have access to information regarding nondiscrimination status and policies, complaint procedures, and the rights of participants, within 10 days of the date of a request.

1212.4 OTHER COMPLAINTS

Other complaints, such as complaints on delays in processing or on general service to participants must be directed to the Regional Manager or the State Office Program Administrator for investigation and resolution of the complaints. Complaints may be made in writing or verbally. *

1212.5 RACIAL/ETHNIC DATA COLLECTION

DSS obtains data on applicant and recipient households by racial/ethnic category. Ethnic categories are Hispanic/Latino or Not Hispanic/Latino. Racial categories are: American Indian, or Alaskan Native, Native Hawaiian or Other Pacific Islander, Black or African American, Asian, and White. Applicants are requested to voluntarily provide their race or ethnicity on Form DSS-EA-301 (Application). Should this information not be voluntarily provided, the worker will determine the racial/ethnic category by observation and record the category on the MEMB panel on ACCESS.

1300 DISCLOSURE

Food stamp case information is confidential under Federal and State law. Case information may be released only under the following circumstances:

- I) Disclosure restrictions for food stamp case record information that was not obtained through IRS electronically (BEERS and NWRK).
 - A.) Use or disclosure of information from food stamp case records is restricted to:
 - 1.) Persons directly connected with the administration or enforcement of the provisions of the Food Stamp Act or regulations, other Federal assistance programs, or federally assisted State programs which provide assistance on a means tested basis to low income individuals; and
 - 2.) Persons directly connected with the administration or enforcement of the programs which are required to participate in the State Income and Eligibility Verification System (IEVS), to the extent the food stamp information is useful in establishing or verifying eligibility or benefit amounts under those programs; and
 - 3.) Employees of the Comptroller General's Office of the United States for audit examination authorized by any other provision of law; and
 - 4.) Local, State, or Federal law enforcement officials, upon their written request, for the purpose of investigating an alleged violation of the Food Stamp Act or regulation. The written request shall include the identity of the individual requesting the information and his authority to do so, violation being investigated, and the identity of the person on whom the information is being requested.

Section 1300, Disclosure, continued:

- 5.) Local, State, or Federal law enforcement officials, upon their written request, if the officer furnishes the name and notifies the agency the individual is fleeing to avoid prosecution, custody, or confinement or an attempt to commit a crime that would be classified as a felony or is violating a condition of parole or probation. Information shall also be provided regarding a household member upon the written request of a law enforcement officer when such member has information necessary for the apprehension or investigation of another member who is fleeing to avoid prosecution or custody for a felony, or has violated a condition of probation or parole. DSS must provide the food stamp recipient's address, social security number, and photograph (if one is available).
- B.) The food stamp applicant/recipient may review all information in the case folder which entered into the eligibility determination. DSS shall withhold privileged information, such as names of individuals who have disclosed information about the household without the household's knowledge; or the nature or status of pending criminal prosecution. Further, DSS must make available, without charge, the specific materials necessary for a household or its representative to determine whether a fair hearing should be requested or to prepare for a hearing.
- C.) Names and addresses of participating households may be available (by State Office only) to persons and agencies directly connected with nutrition education.
- D.) A food stamp recipient's or applicant's most recent address and place of employment may be disclosed to the Parent Locator Service, established according to the Child Support Enforcement Program, by State Office or local field offices.
- E.) The CW may release case folder information in other than the above situations only on written authorization of the head of household or certified spouse. The release must include:
- 1.) Date of Release
 - 2.) Name of person or agency to whom information will be released.
 - 3.) What information will be released, either itemizing specific items or time periods, or a general release.
 - 4.) The expiration date of the release.
 - 5.) Signature of head of household, or spouse if certified.
- The release must be filed in the case record for further reference.
- F.) When case file information is subpoenaed, a written response should be submitted to the court indicating "The information you are asking for is considered confidential under 7 CFR 271.1(c) and South Dakota Codified Laws (SDCL) 28-1-29 and 28-1-32. Based on this I am not at liberty to provide information from the case record unless so further ordered by the court." The judge will then determine if the case file information is to be submitted. If so ordered, the case file can be given to court.
- G.) When an employee is subpoenaed, he/she must notify the supervisor and also appear in court for the date and time of court hearing. Upon being called to the witness stand the employee should give identifying information, i.e. their name, place of employment, years of service, etc. When asked about information regarding the client or case file, the worker should say "The information you asking for is considered confidential under the Code of Federal Regulations at 7 CFR 271.1(c) and South Dakota Codified Laws (SDCL) 28-1-29 and 28-1-32. Based on this I am not at liberty to answer your questions unless so further ordered by this court." The judge will then determine if the testimony is to be submitted. If so ordered, the staff member may answer all questions.

Section 1300, Disclosure, continued:

Any non court-ordered subpoena or otherwise questionable subpoena should be referred to state office. *

Persons who request information about current or past food stamp recipients but do not meet the above criteria should submit a written request to State Office. The inquiry should contain enough detailed information about the household (case number, head of household, most recent address, social security number, name of spouse, birthdate) to enable DSS to identify the household. If persons requesting information feel that the information is required in connection with the administration and enforcement of the Food Stamp Program, they should indicate this in the request. If there is any question about confidentiality, State Office will refer the inquiry to legal services.

Telephone inquiries will be answered by State Office if the information is requested immediately. *

II) Disclosure restrictions for food stamp case record information that was obtained from IRS electronic data - BEERS and NWRK screens on the INFC system.

IRS tax information is any information received via NWRK and BEER interfaces. Any information received from the interface screen is considered IRS information - this includes taxpayer's identity, nature, source, or amount of his income, or any other information obtained from the NWRK or BEER interface screen (for example, the bank's name and address and interest income amount).

A.) IRS tax information is restricted to agencies who administer IEVS. IRS information is to be used solely for, and to the extent necessary, in determining eligibility for, or the correct amount of benefits under Food Stamps, TANF, or Medicaid. IRS information may not be disclosed to, exchanged with, or utilized by any other federal, state, or local agency, nor any agent.

- 1.) NWRK/BEER interface screens should never be printed. As stated above, any information on the screens is IRS information and very restricted.
 - a.) Once the information has been reviewed on the screen, and a discrepancy is noted, a contact should be made with the household informing them that we have received information they may have unreported savings or stocks (or whatever), and request they submit the information.
 - b.) If the household provides the information (either from their records or a third party they contacted), it no longer is considered tax information. The household must provide the information on a separate document, not one we provided them to lose the "protected tax information status".
 - c.) If the household denies, or states they do not have the resource/income, request they provide a copy of their tax return for that year.
 - x.) If the NWRK/BEER information is on the tax return provided by the household, we may request verification from the source because the information was provided by the household and is considered household information, and regular verification procedures may be followed.
 - xx.) If the NWRK/BEER information is not on the tax return provided by the household or the household fails to provide a copy of their tax return, and the household continues to deny the existence of the income/resource, follow instructions in d.).
 - d.) If the information cannot be obtained from the household, any printed material obtained as or created as a result of, the information received from NWRK/BEER must be kept in the Supervisor's locked drawer in a file folder clearly labeled "Federal Tax Data". Do not list any amounts that were on the NWRK/BEER screen on the verification request.

- x.) Tax data would include verification letters (bank, employer, etc.) - copy of the original request or returned information.
 - xx.) Once the information has been returned, remove and shred the portion that was taken from the NWRK/BEER screen - name, address of the bank and tax payer identity, etc. The remainder of the verification may be filed in the case file, if needed.
 - xxx.) Supervisors will maintain a log to identify the date the information was put in the file, name & case number of individual, what the information was, and when and how the information was destroyed. This log will be reviewed during the annual safeguard inspection.
- B.) Unauthorized disclosure of IRS information may result in criminal or civil fines or imprisonment as identified below:
- 1.) Internal Revenue Code 7213 - Unauthorized Disclosure of Tax Information:
 - a.) Pertaining to NWRK/BEER information: It shall be unlawful for any person to willingly disclose to any person, except as authorized, any return or return information acquired through NWRK/BEER interfaces. Violations shall be a felony punishable by a fine in any amount not exceeding \$5,000 or imprisonment of not more than 5 years, or both, together with the cost of prosecution.
 - 2.) Internal Revenue Code 7213A - Unauthorized inspection of returns or return information:
 - a.) Pertaining to NWRK/BEER information: Inspection of NWRK/BEER information for any reason other than determining eligibility or correct amount of benefits for Food Stamps, TANF, or Medicaid will be punishable upon conviction by a fine in any amount not exceeding \$1000, or imprisonment of not more than 1 year, or both, together with the costs of prosecution.
 - 3.) Internal Review Code 7431 - Civil Damages for Unauthorized Disclosure of returns or return information:
 - a.) Pertaining to NWRK/BEER information: Inspection or disclosure of tax information that is in violation of IRS disclosure restrictions may result in the tax payer filing civil action unless the inspection or disclosure resulted from good faith but erroneous interpretation of IRS disclosure procedures or the information was requested by the taxpayer.
 - x.) If civil action is upheld, a liability of the greater of \$1000 for each action or the sum of actual damages and/or punitive damages, plus the cost of action may be imposed.

Tax information is strictly restricted as per the above procedures. If there is any question about disclosure, State Office will refer the inquiry to legal services. Since tax information will never be a part of the case file, any subpoenaed information will be handled under the procedures listed under part I) of this section.

1301

CUSTODY OF RECORDS

Records must be safeguarded. Each employee responsible for records should use reasonable diligence to protect them and prevent disclosure of information they contain. This includes:

- A.) Keeping records in a locked file or locked room when possible, when the office is closed.
- B.) Keeping records properly filed and not left where casual visitors might have access to them.
- C.) Keeping records in the office except when authorized to remove or transfer such records. If the transfer of records from place to place is authorized for the purpose of itinerant service, the employees must keep the records in their personal possession during the time of transfer.

1302

AVAILABILITY OF PUBLIC INFORMATION

The South Dakota Food Stamp Program Certification Manual, and supplemental instructions (General Letters) issued for use in certifying households shall be maintained in each project area for examination by members of the general public on regular work days during regular office hours. These will be furnished by State Office. Federal Regulations, federal procedures, and State Plans of Operation shall be available upon request for examination by members of the public during office hours at State Office.

1303

PROGRAM INFORMATION ACTIVITIES

The food stamp Poster, "Food Stamp Rights", FCS-183, must be displayed in Social Services offices. The following posters are optional:

- FCS - 182 or FCS 200 - USDA Food Assistance
- FCS -1240 - Nutrition Poster - "Your Diet - Your Health"

1400

RETENTION OF RECORDS

Food Stamp Program certification and fiscal records must be retained for review or audit by USDA in accordance with Federal regulations.

Certification records are applications for certification or recertification, including required forms; worksheets used in computation of income for eligibility and issuance; documentation; including verification techniques employed by the caseworker; any forms authorizing or changing participation or issuance; copies of notices of adverse action and other notices sent to the client and responses thereto; and actions related to the fair hearing process. These records must be retained for three years from the month of origin of the record.

Fiscal records and accountable documents must be retained for three years from the date of fiscal or administrative closure. Fiscal records include but are not limited to claims; recoupments; documentation of restored benefits; and emergency authorized representative designations. In addition, case files which contain pending fraud referrals must be retained for five years from the date of the referral.

Closed files should be retained in offices for 2 years after inactive, then transferred to storage for 2 years. They will be destroyed 4 years after becoming inactive.

1500 WORKER RESPONSIBILITIES

The policies and procedures throughout this manual are intended to be a guide for food stamp certification and are written within the limits imposed by the Food Stamp Act and Regulations. The policies contained in this handbook are *intended to be sufficiently flexible to allow Food Stamp Certification workers to exercise reasonable judgment in executing their responsibilities. It is impossible to write a procedure that will cover every possible contingency.

In this regard, the concept of the "prudent worker" can be helpful to the CW. The term refers to the reasonableness of the judgments made by an individual in a given situation. In a court case, a person charged with negligence will try to show that his actions were the actions that any reasonable person would take in the same circumstances.

In making a certification decision, the CW should be conscientious of making a decision which is reasonable, based on his knowledge of and experience with the Food Stamp Program.

EXAMPLE: It is the CW's responsibility to exercise reasonable judgement in determining if a given number of individuals who apply for food stamps as a single household do, in fact, fit the regulatory concept of a household.

If the CW encounters a problem in a specific case that is felt to be outside of ordinary policy and procedure, the problem should be referred through administrative channels. If the problem has application to only a specific case or to a limited number of cases and is generally covered by existing policy guidelines, the CW should make a judgement that can be defined as reasonable and prudent.

1600 FOOD STAMP CASE FOLDER AND CONTENTS

Case folder material is filed according to the following format. The purpose of this standardized filing system is to assist workers in later certification, supervisors when reviewing cases and to achieve consistency statewide.

The case folder label must include the head of household's full name (last name first) and case number. Other information may be entered on the label.

1601 ORDER OF MATERIAL

All case records are to be set up in six separate sections within a Smead file folder in chronological order with the most recent material on top. There is a statewide standard order in which the six sections must be filed. The sections must be filed in this order.

Section 1: Current Eligibility - All eligibility forms and verifications relevant to the current certification/review period. It should contain all required forms and verifications filed chronologically with the most recent forms on top. (Sections 1 & 2 may be reversed.)

Section 2: History - Income calendars; narratives not on ACCESS, if any. Arrange the material with the most recent on top.

Section 1601, Order of Material Continued:

Section 3: Support Services - All forms and material relating to Work Registration, E & T, OCSE, Protective Payee/Vendor Vendor, or Two-Party Payments, etc.

Section 4: Permanent Verifications - All permanent documents such as SSN, ID verifications, birth certificates, voter registration declination forms, etc.

Section 5: Corrective Action - QC/Zero Tolerance reviews, supervisory reviews, overpayment/underpayment forms, demand letters, etc. filed chronologically with the most recent on top.

Section 6: Past Eligibility - All forms and verifications from past eligibility periods. (Files should be purged following record retention rules.)

1620 TRANSFER OF CASE FILES:

The following identifies the requirements that must be met when transferring case files from one County to another:

The notification of the need to transfer the case could occur when:

- customer contacts the office where the case is currently located
- customer contacts the new county of residence to report a move
- mail is received back in an office that indicates a new forwarding address
- another valid source (i.e. another division/agency/authorized representative, etc.) reports the move

Regardless of how staff find out about the move, the department should facilitate the case transfer for the customer.

I. Customers Request No Transfer

Transfers are completed for the new residence county unless the customer requests that a case transfer not occur. The customer must have a valid reason for requesting the case not be handled by the new residence county office and the reason must be documented in the file. This may occur at any time in the transfer process (prior to transfer, after transfer, etc.). Examples of valid reasons: Customer works or attends school in a different county than he/she resides; customer has relatives who work in the residence county DSS office, etc.

II. Current case location office receives information of the customer's move - Staff Responsibility

- Benefits Specialist may complete the case transfer form (DSS-EA-350) to gather information needed following program guidelines for continued eligibility. Even though completion of the case transfer form is optional, changes still need to be obtained and discussed with the customer (i.e.: household composition, residency, shelter, income, etc.).

Section 1620, II, Current case location office receives information of the customer's move - Staff Responsibility continued:

- Within 1 working day, contact the receiving office (supervisor/lead/worker of the day/etc.) prior to transferring the case. During the contact, an EABS will be identified to receive the transfer. A case transfer cannot be completed without this contact.
- Make sure all case documents are scanned into file director prior to completing the transfer on ACCESS/SS09. Within 1 working day after the move is known, complete the residence code on the STAT panel, ADDR, shelter panels, other reported/known change, and narrative. If questionable and verification is required (Eats form, for example), send or give the form to the customer with a request for information form to be returned to the new county office. Documentation is essential.
- Complete the ACCESS or SS09 transfer within 1 working day after the contact is made. Remember the transfer cannot be completed on ACCESS/SS09 until the receiving EABS is notified of the transfer. If the transfer cannot be completed within 1 working day, notify the receiving office EABS why the transfer was not completed and when it is anticipated to be completed.
- If the overflow file cannot be purged following program rules, the files should be sent to the receiving office using the DSS-EA-207, Case File Transfer. (Example: For SNAP, all "overflow" files should be purged if the documents in the file are at least three years old unless the file has an overpayment balance; unpaid restoration of lost benefits; or has a pending fraud referral. The file may be destroyed three years after the overpayment is satisfied; restoration of lost benefits is paid; or resolution of the fraud referral.)

III. New county of residence office receives information of the customer's move
- Staff Responsibility

- Benefits Specialist may complete the case transfer form (DSS-EA-350) to gather information needed following program guidelines for continued eligibility. Even though completion of the case transfer form is optional, changes still need to be obtained and discussed with the customer (i.e.: household composition, residency, shelter, income, etc.)
- Within 1 working day, send e-mail to the sending office's EABS and Supervisor requesting case transfer.
- If the case transfer is not completed by the end of the 2nd working day, call the EABS (or Supervisor if EABS is not available).
- Complete the transfer macro notifying the customer of the case transfer and the contact information for the new EABS.
- Follow normal processing procedures for changes.

IV. ACCESS/SS09 Transfer

- ACCESS/SS09 transfer is completed the same day but not later than the end of the 2nd working day via XFER.
- Update the county code on file director.

V. Macro for Case Transfer

States "Due to your recent move, I have been assigned as your new Benefits Specialist. My contact information is listed on this notice.

1700 NO AID REDUCTION

Any assistance otherwise provided to any individual or individuals by the State of South Dakota or its political sub-divisions shall not be decreased as the result of eligibility for Food Stamp Program benefits.

1800 BILINGUAL REQUIREMENTS

The Department of Social Services is committed to making sure all eligible individuals receive fair treatment and equal access to services provided by the Department of Social Services. No person will be denied access to Department of Social Services' services and benefits as the result of the inability or limited ability to communicate in the English Language. Each office has a Limited English Proficiency plan (LEP plan) that explains how individuals will be offered language interpreters (free of charge) for applicants and customers.

Federal regulations also require bilingual material be provided if the number of low income households in the State who speak the same non-English language (a single-language minority) exceed the numbers below. Also if there is a seasonal influx of seasonal migrant farm laborers, bilingual materials and interpreters shall be provided if, during the seasonal influx, the number of single-language minority income households exceeds:

- A.) Less than 2,000 low-income households, if approximately 100 or more are single-language minority households; and

Section 1800, Bilingual Requirements Continued:

- B.) More than 2,000 low-income households, if approximately five percent or more are single-language minority households.

Additionally, bilingual materials are to be provided when:

- A.) Each individual certification office provides services to approximately 100 single-language minority households; and,
- B.) In project areas with less than 100 low-income households, when a majority of those households consist of a single-language minority.

A single-language minority is one in which no adult member of the household is able to speak the English language.

1900 TRAINING

1901 BASIC REQUIREMENT

The State agency shall institute a continuing training program for food stamp supervisors, caseworkers, hearing officials, and performance reporting system reviewers. Sufficient training shall be provided to these people prior to their initial assumption of duties and, subsequently, on an as-needed basis.